



Case Manager: Medical coordination



Medical Care Coordination

- Provider information
 - TRICARE website
 - Soldier has personal provider for PCM
 - Soldier also knows the area and medical facilities in his/her home area
 - Sister Service MTF
 - Rarely a TRICARE provider can not be found



Medical Care Coordination

- Securing the appointment
 - Call the provider's office
 - Tell them who you are and what you want
 - Try to make the appointment as soon as possible
 - Send appropriate documentation to the provider's office



Medical Care Coordination

- Referral Form to provider
 - What soldier is being seen for
 - Insurance information to bill to
 - Name and contact information of CM
 - Form for provider to fill out r/t diagnosis and treatment plan
- Signed ROI form
- Intake notes/appropriate medical info



Medical Care Coordination

- Authorizations
 - PCM visits do not need authorizations
 - Fill out completely to reduce delays and errors
 - Fax appropriate TRICARE regional forms after appointment has been secured
 - Secure authorization letter from TRICARE
 - Contractor specific information provided at home station



Medical Care Coordination

- Tracking care
 - Accurately document daily in the appointment log:
 - Date entered
 - Date and time of appointment
 - Provider and specialty
 - Facility demographics
 - Reason for visit



Medical Care Coordination

- Appointment Log (continued)
 - Authorization numbers
 - Number of visits 1 of 10 (PT visits)
- Follow up tracking
 - Tracking of provider notes
 - Document when they have been received
 - Helps in gather information for NARSUMS



Medical Care Coordination

- Second opinions
 - CBHCO physician may request when in speculation of current treatment plan
 - Soldier has the right to ask for 2nd opinion
 - Second opinion from source other than the original
 - MTF is a great option as well



Medical Care Coordination

- Staging the care
- What to do first, second and so on.....
- Coordination with civilian, CBHBO physician, CM and soldier